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**Docket No.: 30004631-03 (1509-222)**

**PATENT**

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of	: <u>ATTN: BOX ISSUE FEE</u>
Rycharde Jeffery HAWKES et al.	: Confirmation No. 1543
U.S. Patent Application No. 09/977,494	: Group Art Unit: 2157
Filed: October 16, 2001	: Allowed: July 5, 2005
For: CONTACT CENTER	: Examiner: Moustafa M. MEKY

**AMENDMENT UNDER 37 CFR 1.312**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Under the provisions of 37 CFR 1.312, please enter the following amendment:

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